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## **100 INTRODUCTION**

### **101 Overview**

This chapter provides an introduction to the Department of Economic Security/Division of Developmental Disabilities (DES/DDD) Policy and Procedures Manual. It summarizes the Manual contents and discusses how the Manual is organized. It further describes how the Manual was developed and how revisions will be made and distributed to DES/DDD staff.

### **102 Manual Administration**

#### **102.1 Contents and Organization of Manual**

This Manual contains policies and procedures necessary for the operation of DES/DDD. These policies and procedures have been written to implement federal laws and regulations, Arizona Revised Statutes (A.R.S.), Arizona Administrative Code (A.A.C.) and all inter/intra agency agreements applicable to DES/DDD. Whenever possible, each Manual section references the appropriate legal citation, defines the policy and describes the procedural application. Each policy and procedure contained in this document applies to all DES/DDD staff and all providers of programs and services financially supported by DES/DDD.

Prior to development of this Manual, all Central Office and District developed policy materials were reviewed. They have been incorporated in this Manual, as appropriate. **THIS MANUAL SUPERCEDES ALL OTHER WRITTEN POLICIES, PROCEDURES, INSTRUCTIONS AND PLAN DOCUMENTS THAT HAVE BEEN DEVELOPED, IN CENTRAL OFFICE OR BY THE DISTRICTS, PRIOR TO THIS ISSUANCE.**

The organization of the Manual follows the progression of DES/DDD's responsibilities from intake and eligibility determination to monitoring, reassessment and termination. Certain sections of the Manual have been reserved for future development.

Each chapter of the Manual is numbered sequentially, in multiples of 100, beginning with 100. Sections are also numbered sequentially; the first section of Chapter 100 is 101. Subsections are numbered sequentially beginning with .1. For example, 102.1 refers to Chapter 100, Section 102, Subsection 102.1, however, when referring to other subsections of this Manual, the citation Section 402.1, for example, will be used.

The top of each page identifies DES/DDD, the Manual's name and the respective chapter number and name. The issue/revision date, the effective date of each page and the page number is included at the bottom of each page.

Appendices are included at the end of the Manual which include a complete listing of telephone numbers for agencies and offices referenced in the Manual (Appendix 100.A). Additional appendices include all forms discussed in the Manual.

## **102.2      Development/Revision of Policies and Procedures**

DES/DDD adheres to all State and federal laws, regulations and rules that relate to the operation of DES/DDD and the programs it administers. DES/DDD is required to develop policies and procedures for program operations that conform with State and federal requirements.

During the policy development and revision processes, comments will be solicited from appropriate Central Office and District staff, providers, advocates and A.R.S. mandated advisory groups. All policies and procedures must be approved by the DES/DDD Assistant Director.

Requests for Manual revisions should be directed to the Special Projects Coordinator. In the event of an emergency change in policy or procedure, an Administrative Directive will be issued which, in most cases, will be in effect for no more than 180 days.

Revised Manual sections will be identified by the use of a vertical line in the left margin and a revision date in the lower left corner of each page.

## **102.3      Distribution of New Policies and Procedures**

Copies of all Policy and Procedures Manual issuances and revisions will be distributed to DES/DDD managers and DES/DDD operated sites, as well as appropriate State agencies, contractors and advisory groups. The Special Projects Coordinator will maintain a master mailing list and manage the distribution process. Questions regarding this process should be directed to the Special Projects Coordinator.

## **103          Definitions**

In this Manual, Case Manager and Case Management, as defined in A.R.S. § 36-551, shall be known as Support Coordinator and Support Coordination. Additionally, the Individual Service and Program Plan (ISPP), as defined in A.A.C. R6-6-101, shall be known as the Individual Support Plan (ISP).

